

# WISP NEWS

A weekly newsletter for agency administrators and users of Wisconsin ServicePoint (WISP)  
<http://commerce.wi.gov/housing/cd-boh-wisp-home.html>  
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**FIRST ANNUAL WISP USERS MEETING PLANNED** - A Wisconsin ServicePoint (WISP) meeting and an Emergency Shelter Grant(ESG)/Transitional Housing Program(THP)/Supportive Housing Program(SHP) meeting will be held in Stevens Point on November 10-12, 2004. The WISP meeting will take place from noon Wednesday, November 10<sup>th</sup> to noon Thursday, November 11<sup>th</sup>. The fee is \$20 for one or both days. Agenda highlights include:

- WISP Technical Advances....Crystal Reports, COC Reporting, New WISP Features
- WISP Steering Committee Interactive Workshop.....Overcoming Problems, Training Ideas, Steering Committee Communications
- HUD Data Standards
- DV Compliance with HUD Data Standards
- Midwest ServicePoint Users Meeting Report

The ESG/THP/SHP meeting will take place from noon Thursday, November 11 to noon Friday, November 12<sup>th</sup>. The fee is \$20 for one or both days. Agenda Highlights include:

- Improving ESG Applications
- Successful Fund Raising Events
- Accessing SSI/SSDI Benefits
- Agency Exchange of Information

Both meetings will be held at the Holiday Inn, 1501 North Point Drive, Stevens Point, (715) 341-1340. A block of hotel rooms is reserved at the Holiday Inn for the nights of November 10<sup>th</sup> and November 11<sup>th</sup> at State rates.

**The room block will only be held until Friday, November 5, 2004** so please make your reservations as soon as possible. The rate for the hotel rooms is \$62 for a single room and \$82 for a double room. Be sure and tell the reservations clerk that you will be attending the Wisconsin Bureau of Housing WISP or ESG/THP/SHP Meeting.

To register for either the Wisconsin ServicePoint Users Meeting or the ESG/THP/SHP Meeting go to <http://commercetraining.wi.gov/training/courses.asp> and log-in if you haven't done this before and then click on housing and then click on the course title to register.

**PLEASE SEARCH FIRST!** - It is very important not to enter clients into WISP more than once. Duplicate client entries make it very difficult for your agency, the Bureau or Housing, and HUD to obtain accurate counts of clients served. How do duplicates occur? Duplicates usually occur when an intake worker adds a client into the system without taking the time to first conduct a search of the database for that client's name. When client searches are made, many times the client is found because they already received services previously from another WISP Partner Agency elsewhere in the State and that agency entered them into WISP. So please, when you use ClientPoint to enter a client, first enter search information such as the client's name, then click on the **Add/Find Client** bar in the lower left-hand corner of the screen. If it is a common name you may get a whole list of possible matches on the next screen. Next, either add more search information (refine the search) such as: the full client name and/or the Social Security Number and click on **Refine Search Criteria** in the lower left hand corner of the screen OR, review the list of names already provided and check out those most likely to be your client to see if they are already in the system. For example, John Johnson may be entered as: John Johnson, John J. Johnson, Jonathan Johnson, Johnny Johnson, etc. Use of the SSN makes it easy to find a correct match. LAST, if you cannot find them add them as a new client.

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